

**Transformation Accountability (TRAC)**  
Center for Mental Health Services

**NOMS Client-level Measures for Discretionary  
Programs Providing Direct Services**

**NUMBER OF CONSUMERS SERVED REPORT  
by Grant Year**

**Guide for Grantees and CMHS staff**



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## **GENERAL OVERVIEW**

The Number of Consumers Served Report by Grant Year summarizes information about the number of consumers served by CMHS grants. For example, you can find out how many consumers were served by a grant, the annual goal for that grant, and the percentage of the goal that has been met.

This information allows project directors, grantee staff, government project officers (GPOs), and CMHS staff to assess how CMHS grants are doing in meeting the annual goal of the number of consumers served.

In this report you can find the following:

1. The unduplicated count of consumers served per year in a selected Grant Year,
2. The annual goal of consumers to be served for the selected Grant Year,
3. The percentage of the goal achieved for the selected Grant Year (the rate),
4. The first three items above for the grant year previous to the selected grant year (for comparison purposes)
5. An unduplicated count of consumers served since the start of the grant (Cumulative to Date Served), and
6. The unduplicated goal (Cumulative to Date Goal) of all consumers to be served during the total grant period.

This guide to the Number of Consumers Served Report provides you with the following information:

- a list of key terms you need to understand for this guide and the report,
- instructions for running the report and customizing it for your needs,
- a description of how to use the report,
- an appendix of technical details.

## **SECTION A: KEY TERMS**

This section presents brief definitions of terms used in the Number of Consumers Served Report and in this guide.

**Consumer:** A consumer is a person who has received or is receiving services from a CMHS funded program.

**Grant Year:** The grant year is specific to each grant and is displayed as entered in TRAC. For example, if a grant started on 10/1/2009 the first grant year would be 10/1/2009-09/30/2010.

**Consumers Served:** The number of unique consumers served within the Grant Year specified in the column header.

**Annual Goal:** The annual goal is the planned number of consumers that will receive CMHS grant-funded services in a given Grant Year. This goal is set by grantees in collaboration with their GPOs and is displayed as entered in TRAC.

**Rate:** The rate is the percentage of the goal that has been achieved.

**Role:** Your role in the TRAC system governs what you can view in the system. Some roles include project director, grantee staff, and government project officer (GPO). The general rule of thumb is that you can run reports for the grant(s) and/or grant program(s) you are associated with. For example, most grant project directors or grantee staff are associated with just one grant and would only see data for the one grant they are associated with.

## SECTION B: RUNNING THE REPORT

To run the **Number of Consumers Served Report**, there are three steps:

1. Navigate to the Number of Consumers Served Report menu
2. Select the criteria for the report view (optional)
3. View the report

### Step 1: Navigate to the Report

Select “Reports” on the homepage from the left menu bar

Select the link for WesDax TRAC Reports System in the middle of the screen. The WesDax TRAC Report System will open in a new browser tab.

The screenshot shows the TRAC (Transformation Accountability Center for Mental Health Services) system interface. The header includes the TRAC logo, the text "TRAC | Transformation Accountability Center for Mental Health Services", a "STAGING" indicator, and user information: "User: Kristie Taylor" and "Roles: Admin". A "Print" button is visible in the top right. The left navigation menu is active, with "Reports" highlighted. The main content area shows the breadcrumb "Home > Reports" and the heading "Reports". Below the heading, there is a paragraph of text: "All reports are in the WesDax TRAC Reports System. When you click the link below, the WesDax TRAC Reports System will open in a new tab in your browser. You can return to TRAC by closing the WesDax TRAC Reports System tab. When you return to TRAC, your login may have expired. If that happens, just login again." A blue link labeled "WesDax TRAC Reports System" is circled in red.

The WesDax TRAC Reports system is shown below. Select “Services Number of Consumers Served by Grant Year” on the left menu. A submenu will appear. Choose whether you want to run the program by Program List or Grant List.

- The Program List will let you run the report by all Programs or specific Programs.
- The Grant List allows you to run the report for all grants or specific grants (based on your access).



**NOTE: To run a default report, just click “View.”**

You can skip step 2, selecting the criteria for your report. You only need to select criteria if you want to customize your report by sorting or filtering it.

## Step 2: Select the Criteria (optional)

You can set several criteria for the Number of Consumers Served Report. These criteria specify what data will be included in your report. The following report criteria are available and are described in more detail below.

- A. Output as
- B. Report By
- C. Grant Status
- D. Goal Approval Status
- E. Grant Year
- F. Grant Information contains
- G. Sort by
- H. Sort Order
- I. Show glossary Population
- J. Region
- K. State
- L. Program or Grant

### A. **Output as**

You can have the report output in HTML, PDF, RTF or Excel. The default is PDF.

### B. **Report By**

You can group your report by All Combined, Program, Cohort, Grant, Region or State. The default is Grant.

### C. **Grant Status**

You can run the report for active grants or all grants. “Active Grants” includes only grants that have not yet ended. “All Grants” includes grants that have ended in addition to active grants. The default is active grants

### D. **Goal Approval Status**

You can select to view grants by “Approved Goals Only” or by “Approved and Unapproved Goals”. The default is “Approved Goals Only”.

### E. **Grant Year**

You can select “Current Grant Year” or grant years from one to the number of grant years in TRAC for the grant. The default is the current Grant Year.

### F. **Grant Information contains**

This is only applicable if you have selected Grant under Report By. You can enter text/keywords to filter the report. The default is blank, meaning the report will not be filtered by this criterion.

#### G. **Sort by**

By default the report will sort by grant or program information. To change how the report is sorted, make a selection from the pull-down menu. The choices are any of the report column headings.

#### H. **Sort Order**

You can choose ascending (low to high) or descending (high to low) order for your sort. The default is ascending.

#### I. **Show glossary**

If you want to review a glossary of terms for the report, select yes. The glossary items also appear in the “key terms” section of this guide. The default is to not show the glossary.

#### J. **Population**

You can filter the report by specific populations. The available population filters are: Gender, Sexual Identity, Hispanic/Latino, Race, Age group, Military Service, Trauma, and Housing.

The default is “No filter selected” which will produce a report with all consumers included.

To filter the report by a specific population, click on the check box for the population you want to see; the report will then only include consumers that match the checked criteria. You can filter by more than one population group at a time.

For example, you can run the report for males who are ages 16-25 by clicking the male and the 16 – 25 age check boxes. To protect the privacy of consumers, any cell that contains less than 5 consumers will be suppressed (indicated with an S) when population filters are used.

#### J. **Region**

You can select any combination of regions including all regions and the report will show results based on these selections. The default is all regions.

#### K. **State**

You can select any combination of states. The default is all states.

**Note:** The State and Region selection criterion are mutually exclusive, meaning you can make a selection from one or the other however not both. For example, if “1” is selected for region then a specific state, like” MD”, can’t be selected. If “All Regions” is selected then a specific state or any combination of states can be selected.

#### L. **Program or Grant**

This section lists the grants or programs you can run the report for based on your access. By default, all the grants or programs you have access to will be selected.

### Step 3: View the Report

Select “View” to generate the report. Your report will open in a separate window. A sample report is below.

The sample report below shows what the Number of Consumers Served Report looks like when you select Grant Year 2 as the Grant Year.

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#### Services Number of Consumers Served Report by Grant Year

**Report By:** Program

**Goal Approval Status:** Approved and Unapproved Goals

**Grant Year:** 2

**Grant Information Contains:** N/A

**Sort By:** Default

**Sort Order:** Ascending

**Show Glossary:** No

**Population(s):** Gender – Male; Sexual Identity – Heterosexual; Military Service Members, Veterans, or Families; Experienced trauma; Housing - Homeless only

**Region(s):** 1, 2, 3, 4, 5, 7, 8

**State(s):** AL, AR

**Selected Program(s):** Prog1

**Grant(s):** SM0001

**Data entered as of:** [Month, Time AM/PM time zone]

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Services Number of Consumers Served Report by Grant Year

Program=PROG1

| Grant ID                      | Grant Information  | Year 1 Consumers Served | Year 1 Annual Goal | Year 1 Rate | Year 2 Consumers Served | Year 2 Annual Goal | Year 2 Rate | Cumulative To Date - Consumers Served | Cumulative To Date - Goal | Cumulative To Date - Rate |
|-------------------------------|--|-------------------------|--------------------|-------------|-------------------------|--------------------|-------------|---------------------------------------|---------------------------|---------------------------|
| SM0001                        | Community MH<br>Rockville, MD<br>09/30/2009-<br>09/29/2014 | 118                     | 150                | 78.6%       | 129                     | 160                | 80.6%       | 203                                   | 250                       | 81.2%                     |
| <b>Total Grants:<br/>1</b>    |  | 118                     | 150                | 78.6%       | 129                     | 160                | 80.6%       | 203                                   | 250                       | 81.2%                     |
| <b>Program<br/>Summary: 8</b> |  | 1204                    | 1642               | 73.3%       | 1287                    | 1456               | 88.4%       | 6908                                  | 8756                      | 78.9%                     |

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## SECTION C: USING THE REPORT

### What information is shown?

Reading the report from *left to right*, the report shows three pieces of information for your grant or program.

1. The number of individual consumers who were served during a specific Grant Year.
2. The annual goal of the number of consumers expected to be served for a specific Grant Year.
3. The rate at which your grant or program achieved the annual goal for a specific Grant Year.

Reading the report from *top to bottom*, the report shows the three pieces of information described above (shown in the first row) for:

1. Each of your selected grant(s) or program(s) or cohorts individually.
2. The total for all of your selected grant(s) or programs(s) or cohorts.
3. The total for the program.

### Why are multiple years shown?

The report shows the same information for three different timeframes. This is to allow you to compare your grant's (or program's) performance for the year you select to a previous year and to all of the grant award years in total.

Reading the report from left to right, the information described above is shown as follows:

- The first three columns of data show the information for the year before your selected Grant Year.
- The middle three columns show the information for your selected Grant Year.
- The last three columns show the information for all years to date for your grant or program (cumulative).

## Take note

A few points to keep in mind while using the report:

- The “Number of Consumers Served” is a count of each consumer that received treatment or services during a specific Grant Year.
  - This means that if a consumer has more than one episode of care in a Grant Year or received multiple services he or she is counted *only once* in that Grant Year.
  - If a consumer was served in Grant Year 1 and Grant Year 2, the consumer would be counted once in both years.
- The “Cumulative to Date” number is the unduplicated count of consumers served thus far, since the start of the grant. For this count, a consumer is not counted more than once, so you cannot add up the Grant Year counts to get this number.
  - If a consumer was served in Grant Year 1 and Grant Year 2, they are *only counted once* in the cumulative column.

## **THINGS TO REMEMBER / FREQUENTLY ASKED QUESTIONS**

- In this report guide, “unduplicated” means the consumer is never counted twice within a given grant year, but may be counted in one or more grant years based on the duration of their treatment.
- Using the data download feature or the ‘Find Interview’ screen to count consumers will not always equate to the same numbers on this report. Please refer to Section C: Using the Report > Take note and Appendix: Technical Details > How does the report run sections of this guide for more details.
- Please review the Appendix: Technical Details > Definitions section of this guide for more detailed information about how the report runs and how consumers are counted.
- If you do not change any criteria and simply view the report, the default report will show data for the current grant year, and will show goal data for approved goals only.
- If your user account was just created, you may not have access to this report for up to 36 hours.

## **ACCESSING HELP**

For technical support or questions about TRAC, please contact the TRAC Help Desk, located at Westat.

**Telephone:** 1-855-796-5777

**Email:** [TRACHELP@westat.com](mailto:TRACHELP@westat.com)

**Hours:** M-F 8:30 AM – 6:30 PM (EST/EDT)

## APPENDIX: TECHNICAL DETAILS

This appendix provides technical details about how the TRAC data was used to generate the Number of Consumers Served Report. In this section, you can find information about how each of the columns in the report is defined.

### Definitions

#### Consumers Served (Grant Year)

This is the number of unique consumers served within the Grant Year shown on the report in the column heading. A consumer is not counted more than once *within* a Grant Year period, even if that consumer had more than one episode of care (i.e., returned to the grant for additional services after a lapse in treatment in the same Grant Year). **Please note:** A consumer is counted as served in all grant years covered during the consumer's episode of care and is indicated by the records entered into TRAC from baseline through the consumer's discharge. To keep a consumer counted as served during the current grant year, it is key to enter at least an administrative reassessment during their "reassessment due" period (or before the start of the next reassessment window). If you have previously marked "No data" for the next reassessment in the record management section of a consumer record you will need to enter a discharge record to end the current episode of care.

Example: If your grant began on 9/30/2011 and a consumer started receiving services on 10/12/2011 and continued treatment through 12/12/2012, the consumer would be counted in Grant Year 1 and Grant Year 2.

#### Annual Goal (Grant Year)

The annual goal is the number of consumers the grantee has indicated will be served within the Grant Year you select. This annual goal is static and not prorated for the selected or previous Grant Year, even if the selected Grant Year is the current one. This means that if you run the report for a partial Grant Year (for example, if you run it for the current Grant and during month 10 of that Grant Year), the goal shown is for the full Grant Year.

"N/A" will be indicated as a placeholder for all grants where annual goals have not been entered. If the grant is combined with other grants with annual goals data (for example, when the report is run for a program), then the N/A is treated as 0 in the calculation.

#### Rate (Grant Year)

This number is calculated as the "Consumers Served" column of a Grant Year divided by the "Annual Goal" column of its respective Grant Year and multiplied by 100 to calculate a percentage  $((\text{Consumers Served}/\text{Annual Goal}) * 100)$ . The rate for both the selected and the previous Grant Year is rounded to the nearest tenth of a percent.

Note: Grants with no annual goals are not included in summary rates, for example, when the rate is calculated for a program or a cohort. Grants with no goals are omitted from these calculations.

### **Consumers Served (Cumulative To Date)**

This number is the unique count of consumers served thus far, since the grant start date to the date the report was generated. This is different than adding up all the annual consumers served of each Grant Year, since that figure may contain duplicated consumers. A consumer will be counted once in this column if they have at least one interview record during the grant period. A consumer cannot be counted more than once in this column, even with multiple episodes of care, or receiving services during multiple grant years. This “To-Date” figure should not change depending on what Grant Year the user selects.

### **Goal (Cumulative To Date)**

This number is an estimate of the number of unique consumers that were projected to be served between the grant start date and the date the report was generated. This is based on the grant’s unduplicated cumulative service goal (please refer to the Annual Goals and Budget Information Guide for Grantees for additional details). This is calculated by dividing this Cumulative Goal by the number of whole months in the period from the grant start date to the grant end date and multiplying it by the number of months that have elapsed since the grant start date. **Please note:** If the calculation includes one or more partial months (as indicated for either asterisk in the target column formula), the month(s) will not be counted. Partial month(s) is defined as anything less than the number of calendar days in a month. The current month will not be calculated in the # of months elapsed since the grant start date until the last day of the month.

“N/A” will be indicated as a placeholder for all grants where a cumulative goal has not been set.

The “To-Date” number is the sum of all monthly goals up until the date the report is generated. This figure should not change depending on what Grant Year the user selects, but may change depending on *when* the report was generated.

### **Rate (Cumulative To Date)**

This number is calculated as the “Cumulative to Date Consumers Served” column divided by the “Cumulative to Date Goal” column and multiplied by 100 to calculate a percentage ((Cumulative to Date Consumers Served/Cumulative to Date Goal)\*100).

### **Please note:**

- N/A will be displayed in the annual goals and rate columns for grants that have not entered their Annual Goals data at all.

- If the report is run for Year 1 of a grant, then “N/A” will be displayed in each column under those Previous Grant Year columns for that grant.
- If the Selected Grant Year **starts** on or after the grant’s inactivate date, then “N/A” will be populated in each column under those Selected Grant Year columns for that grant.

## **How does the report run?**

Information is taken from the records you submit on each consumer to determine the year(s) they were provided services. A different piece of information, or variable within TRAC, is used depending on whether an interview was conducted or an administrative record was entered. The process used to assign a consumer to a Grant Year in this report is described below.

The report is updated once every 24 hours. The date and time it was last updated appears at the top of the report.

### **❖ The system looks at the first record within the selected grant year for one of the following dates:**

1. *Interview Date:* The interview date is used to assign a consumer to a specific Grant Year for a completed interview (Baseline, Reassessment, or Discharge).

Example: A consumer with an interview date of 9/10/10 is counted as served in Grant Year 1 for a grant that starts on 9/30/2009.

2. *First Received Services Date:* The first received services date is used to assign a consumer to a specific Grant Year for an administrative Baseline record.

Example: A consumer with a first received services date of 09/15/13 is counted as served in Grant Year 1 for a grant that starts on 9/30/2012.

3. *Last Services Received Date:* The date the consumer last received services is used to assign a consumer to a specific Grant Year for an Administrative Reassessment record.

Example: A consumer who last received services on 7/15/09 is counted as served in Grant Year 2 for a grant that started on 9/30/2007.

4. *Discharge Date:* The date the consumer was discharged is used to assign a consumer to a specific Grant Year for an Administrative Discharge record.

Example: A consumer who is discharged on 7/15/09 (without an interview) is counted as served in Grant Year 2 for a grant that started on 9/30/2007.

The system searches the database for a consumer record with one of the three dates listed above within the Grant Year you selected. If any of the dates listed above is found and confirmed, the consumer is assigned to the Grant Year you selected. When no records are found for the selected Grant Year, the system runs an additional search as follows.

❖ **The system runs additional checks**

A consumer is counted as served for the Grant Year you select if at least one of the following occurs:

1. *Still Receiving Services*: If the system finds a record within **the year just prior to the Grant Year you selected** that has either the *Interview Date* or the *Last Services Received Date*, **and** no more than 7 months has elapsed. In this case, we assume that the consumer has not yet been reassessed, was not discharged or lost to contact, and is still receiving services; he or she is included in the report for the selected Grant Year.

Example: You selected Grant Year 1 to run your report. A consumer who was interviewed on 6/15/09 and not yet discharged is counted toward the number of consumers served for Year 1 for a grant that started on 9/30/2008.

2. *Gaps in Records*: If the system finds both:
  - a record within **the year just prior to the Grant Year you selected** that has either *Interview Date* or the *Last Services Received Date*, **and**
  - a record within **the year just after the Grant Year you selected** that has the *Interview Date*, the *Last Services Received Date*, or the *Discharge Date*.

This might happen, if for example the consumer missed one or more reassessments in the selected Grant Year and the grantee did not submit an administrative reassessment. In this case, we assume that the consumer was receiving services during the Grant Year you selected.

Example: Your grant started on 6/1/2008. You selected Grant Year 2 to run your report. A consumer who was interviewed on 6/15/08 and discharged on 8/23/2010 with no additional records in between is counted toward the number of consumers served for Grant Year 2, even though there was no interview conducted during year 2.

3. *No Data Due to Consumer Consent Issue*: If the system finds a record within **the year just prior to the Grant Year you selected** that has either the *Interview Date* or the *Last Services Received Date* and the grantee indicated they will not attempt further interviews due to consent issue. The exception would be if the episode of care ended prior to the Grant Year.

4. Administrative baseline records and consumer First Received Services dates prior to the implementation of TRAC data collection by the grant.

Example: For a grant that started on 10/1/2011, a consumer with a Consumer First Received Services date of 7/1/2011 would be counted as served in Grant Year 1.

NOTE: The number of *Consumers Served* in the previous Grant Year may change due to a deletion or submission of a record in the current Grant Year. For example, a consumer is interviewed for a baseline in February 2010, but the record is not submitted until November 2010, the Grant Year count would increase once the record was submitted.

❖ **The system runs the same process for the grant year prior to the selected grant year**

The same process is used to assign a consumer to the Grant Year prior to the Selected Grant Year.

❖ **The system runs the calculations and populates the table**

The system runs the calculations (the Numbers Served, the rates (and rate to-date)), and displays the Annual Goals and calculated data.